



Police Program Technician

General Information

Classification Code:	TBD
Effective Date:	12/2/2021
Pay Grade:	213
FLSA Status:	Non-exempt

Position Summary

Under direct supervision of the On-Duty Sergeant, this position performs the duties of the job in a high to moderate security setting. This position assists detention officers with administrative support of the booking, releasing and court support processing of inmates, updates inmate files, and performs a variety of jail related clerical duties.

Classification Characteristics

This position is responsible for providing complex and confidential administrative support to department staff. Individuals in this position use independent judgment in developing work methods and procedures. Assigned duties may include administrative and technical tasks, review of jail software and inmate records which requires a thorough knowledge of City and Department policies, procedures, and programs. This classification is comparable to the Police Records and Communication Specialist classification.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Enters and retrieves data from various computer systems, gathers data necessary to process and book inmates; builds, maintains and updates physical and electronic records; interprets Court orders.
- 2 Completes documents using standardized report forms or templates.
- 3 Coordinates, and initiates, various levels of administrative support for routine department program activities such as jail visitation or inmate commissary orders.
- 4 Responds to telephone inquiries and/or greets the public, law enforcement personnel, and other members of the criminal justice system, directing them to the appropriate personnel.
- 5 Types departmental correspondence and reports and operates departmental office equipment to include telephones, computers, typewriters, FAX machines, photocopiers, and Text Telephones.
- 6 May train department staff on basic to intermediate administrative or computer procedures.
- 7 May provide direction to Cooperative Work Experience (CWE) students and interns.
- 8 Stocks and maintains office supplies and Jail's property issued to inmates.
- 9 Perform and maintain timely and accurate cash handling processes and associated records.
- 10 Performs other duties of a similar nature or level.

Functional Specific Responsibilities

N/A

Qualifications

Minimum Qualifications:

- High School Diploma, or G.E.D certificate from an accredited school, and three years in administrative support positions of increasing complexity with at least one year in a confidential work environment.
- The equivalent combination of knowledge, skills, education and experience in order to successfully perform the essential duties of the job is qualifying.
- *Two years of college with work-related coursework, may be substituted for two years of the required experience.*

Special Requirements:

- Pass Criminal Justice Information Services (CJIS) background requirements, including fingerprints.
- Have no convictions that could have resulted in a sentence to a federal or state penitentiary (i.e., felony convictions), or misdemeanors directly related to position;
- Must meet minimum psychological requirements as defined by a physician;
- Must be able to work a flexible schedule which includes working evening, weekends, and holidays;
- Must refrain from the use of tobacco products while on duty – This is a condition of employment.

Licensing/Certifications:

- Possession of or ability to obtain a Law Enforcement Data System (LEDS) certification within 6 months of hire and renewal every two years.

Technology Skills:

- Calendar and scheduling software — Appointment scheduling software
- Document management software — Records management software; Transcription system software
- Electronic mail software — Microsoft Exchange; Microsoft Outlook
- Enterprise application integration software — Electronic Data Interchange EDI systems
- Information retrieval or search software — LexisNexis
- Internet browser software — Web browser software
- Office suite software — Microsoft Office
- Operating system software — Microsoft Windows
- Presentation software — Microsoft PowerPoint
- Spreadsheet software — Microsoft Excel
- Word processing software — Microsoft Word

Knowledge Required:

- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Skills:

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions,

<p>Qualifications</p>

conclusions or approaches to problems.

- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Time Management — Managing one's own time and the time of others.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Abilities:

- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Discretion — The ability to maintain confidentiality. May have access to or gain knowledge of confidential information concerning the City, its customers, and others. "Confidential information" is defined as information to which the public does not have general access.

Physical Requirements	
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Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)						
	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						PUSH/PULL					
Standing			X			0-10 lbs.		X			
Sitting				X		11-20 lbs.		X			
Walking – Even Surface		X				21-50 lbs.		X			
Walking – Uneven Surface		X				51-75 lbs.		X			

Physical Requirements											
Kneeling		X				76-100 lbs.		X			
MOVEMENTS						ENVIRONMENTAL HAZARDS					
Bending/Stooping		X				Indoors					X
Twisting		X				Outdoors		X			
Crawling	X					Dust		X			
Squatting/Crouching		X				Fumes/Odors/Gasses		X			
Balancing		X				Chemical Agents		X			
Reach – Overhead		X				Biological Agents		X			
Reach – Forward		X				Noise – Low					X
Reach – Backward		X				Noise – Moderate		X			
Climbing – stairs		X				Noise – High		X			
Climbing - ladder	X					Low Light		X			
USE OF HANDS						Heat		X			
Grasping – whole hand		X				Cold		X			
Grasping – pinch grip		X				Restricted workspace	X				
Fine manipulation/feeling		X				Vibration – whole body	X				
Keyboarding				X		Vibration - extremity	X				
LIFT/CARRY						JOB SPECIFIC					
0-10 lbs.			X			Driving – vehicle/equipment		X			
11-20 lbs.		X				Operate foot controls	X				
21-50 lbs.		X				Seeing					X
51-75 lbs.		X				Talking				X	
76-100 lbs.		X				Hearing				X	
						Extended work hours		X			

Classification History

2008.06 – New Classification and grade placement; content derived from Police Secretary classification.

2021.12 – Revisions by HR & department

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____